



Coordinated Care Initiative (CCI) Consumer Council Meeting
Area 1 – Antelope Valley - Committee Summary
 Palmdale Family Resource Center
 2072 E. Palmdale Blvd
 Palmdale, CA 93350
 Tuesday, September 25, 2018
 10:00AM - 12:30PM

<u>MEMBERS</u>	<u>ATTENDANCE</u>	<u>STAFF</u>	
Demetria Saffore, <i>Chair</i>	(P)	Susan Ma, <i>CCI Field Specialist</i>	Erika Estrada, Supervisor
Nicole Fitzgerald	(P)	Nancy Molina, <i>CCI Liaison</i>	
Marcia Ramos	(P)	Alfredo Flores, <i>Member Navigator</i>	
Mandie Henry	(P)	<u>PUBLIC/GUEST</u>	
Dennis Moore	(P)		

Attendance: Members (5), Advocates (0), Providers (0), Public (0), Staff (4)
(P) Present, (E) excused absence, (U) unexcused absence

	<u>AGENDA ITEM</u>	<u>SUMMARY OF DISCUSSION AND FOLLOW-UP</u>
I.	WELCOME & INTRODUCTIONS Demetria Saffore, <i>Chair</i>	At the start of the meeting, the following took place: <ul style="list-style-type: none"> • Demetria Saffore, Chair, called the meeting to order at 10:00 am • The members, staff, and guests introduced themselves • Meeting Ground Rules were reviewed • L.A. Care’s Mission Statement was shared
II.	BUSINESS Demetria Saffore, <i>Chair</i>	<u>Approval of Agenda and Meeting Summary</u> <ul style="list-style-type: none"> • The agenda for September 25, 2018 was reviewed and approved. A motion to approve the agenda was introduced by Nicole Fitzgerald and seconded by Mandy Henry, without changes. • The meeting summary from the July 24, 2018 CCI Council Area 1 meeting was reviewed and approved. A motion to approve the meeting summary was introduced by Nicole Fitzgerald and seconded by Marcia Ramos, without changes.

		<p>ECAC Report</p> <ul style="list-style-type: none"> • John Baackes, Chief Executive Officer, reported L.A. Care is involved in supporting a program with Project Angel Food under a state grant to study the impact of nutritious meals on medical services utilization for patients recently discharged from acute care for congestive heart failure. L.A. Care provided \$50,000 to cover expenses not covered by the grant. This is an example of how L.A. care can support integrating social services. • Hanan Obeidi, Senior Director, Medi-Cal Administration, attended the June ECAC meeting and reported on the following: <ul style="list-style-type: none"> ○ Summary of Reported ECAC Issues <ul style="list-style-type: none"> ▪ Members are receiving inaccurate urgent care information from member facing departments, the Nurse Advice Line and Providers. ▪ Members are being turned away at urgent care centers because the center does not take Medi-Cal or does not contract with their PPG ▪ Members are resorting to the ER (Emergency Room) ○ Three Strategies to Address the Issue <ol style="list-style-type: none"> 1. Improve Accuracy of Urgent Care Centers DATA 2. Outreach & Education 3. Alternative Ways to Expand the Urgent Care Centers Network <p>L.A. Care Updates</p> <ul style="list-style-type: none"> • Members enjoyed the Sacramento Advocacy Day video. • The Antelope Valley Community Clinic is collaborating with L.A. Care’s Palmdale Family Resource Center Back-to-School event to provide dental and diabetic screenings. The event will be held on August 4, 2018, from 9AM – 12PM at the Palmdale Resource Center located at 2072 E. Palmdale Blvd., Palmdale, CA 93350. Transportation will be provided to all CCI Council members.
<p>III.</p>	<p>PHARMACY PRESENTATION Joe Mishreki, L.A. Care Pharmacy Department</p>	<ul style="list-style-type: none"> • Members learned about the Pharmacy Department, as follows: <ol style="list-style-type: none"> 1) Formulary- Covered drugs 2) How to fill your prescriptions? 3) Medication coverage 4) Vaccines 5) Clinical programs 6) Opioid crisis

IV.	QUALITY IMPROVEMENT INTRODUCTION <i>Andrew Guy, Project Manager</i>	<ul style="list-style-type: none"> • Members had the opportunity to meet the Quality Improvement (QI) team, learn about QI initiatives to ensure L.A. Care is offering quality service and support for its beneficiaries, and about opportunities for collaboration: <ol style="list-style-type: none"> 1) What QI does? 2) What does QI measure? 3) QI Initiatives 4) Member Incentives
V.	GET UP AND MOVE	<u>10-minute break</u>
VI.	REGIONAL ISSUES Group	<u>Member Issues</u> <ul style="list-style-type: none"> • Alfredo Flores, Member Navigator, was introduced to the members; he handles individual member issues during meeting breaks and after meetings. In the event that Alfredo or another Member Navigator is not present at a meeting, members will be able to call Member Services at 1-888-839-9909, regarding individual member concerns. • Members expressed concerns regarding the care received at the Antelope Valley Community Clinic. A member mentioned that after speaking up for her care, the doctor refused to see her—she was referred to the Member Navigator for documentation of the concern. Additionally, members expressed a shortage of medical staff present to provide care. This concern was brought forth to the ECAC committee by the CCI Area 1 Council Chair. Members were informed that L.A. Care will be providing a presentation on efforts to increase the number of physicians and other medical and health care professionals in L.A. County at the September ECAC.
VII.	CCI COUNCIL MEMBER ANNOUNCEMENTS Group	<ul style="list-style-type: none"> • Free Substance Abuse event July 24, 2018 at 7pm-8 pm at the Community Resource Center at 45141 15th St., Lancaster, CA.
VIII.	PUBLIC COMMENTS	<ul style="list-style-type: none"> • Guests spoke positively about the meeting and expressed gratitude regarding the availability of this platform to share concerns and learn about L.A. Care.
IX.	ADJOURNMENT <i>Demetria Saffore, Chair</i>	<p><u>The following members will be attending the upcoming ECAC/BOG meeting:</u></p> <ul style="list-style-type: none"> • Marcia Ramos will attend the BOG meeting on September 6, 2018 • Mandie Henry will attend the ECAC meeting on September 12, 2018 <p>The meeting was adjourned at 12:30 p.m. The next scheduled CCI Council meeting for Area 1, Antelope Valley is on September 25, 2018 from 10:00 AM - 12:30 PM at the L.A. Care Palmdale Family Resource Center, located at 2072 E. Palmdale Blvd., Palmdale, CA 93350.</p>

Respectfully Submitted by: _____
Mariah Walton, CCI Field Specialist

Approved by: _____
Demetria Saffore, CCI Council Area 1 Chair

		<ul style="list-style-type: none"> Members receiving social security for a disability are being discontinued from their disability benefits for not providing hard copies of medical records in order to continue benefits. It appears that the documentation is being misplaced or not forwarded to the attorney's office from the physician's office. Members were encouraged to get their own hard copy to present to the attorney, to connect with L.A. Care's ARC program, which acts as a liaison to help members navigate the health system, and/or contact the Ombudsman to report issues and seek help.
VII	CCI COUNCIL MEMBER ANNOUNCEMENTS Group	<ul style="list-style-type: none"> Eat to Live Kick-off event to prevent Type 2 Diabetes at Antelope Valley Partners for Health. Antelope Valley Community Resource Fair at Poncitlan Square. Antelope Valley Hospital Community Resource Center is hosting a free interactive and educational fair for residents to "Get Cancer Answers." Palmdale to Burbank Transportation Light Rail Project discussion at the Chimbole Cultural Center. National Suicide Prevention Month: Living Stone Worship Center will host an awareness event. Members were provided information from L.A. Care's Pharmacy Department regarding the Kroger Mail Order Prescription program. The Palmdale Senior Center is hosting a Diabetes Self-Management class. Living Stone's Health Ministry will present its first Suicide Awareness and Prevention Program.
VIII	PUBLIC COMMENTS	<ul style="list-style-type: none"> October 13th Tom Lackey is having Coffee Talks in Palmdale
IX	ADJOURNMENT <i>Demetria Saffore, Chair</i>	<p><u>The following members will be attending the upcoming ECAC/BOG meeting:</u></p> <ul style="list-style-type: none"> Marcia Ramos will attend the BOG meeting on October 4, 2018 Dennis Moore will attend the BOG meeting on November 1, 2018 Dennis Moore will attend the ECAC meeting on October 10, 2018 Marcia Ramos will attend the ECAC meeting on November 14, 2018 <p>The meeting was adjourned at 12:30 p.m. The next scheduled CCI Council meeting for Area 1, Antelope Valley is on Tuesday, November 13, 2018 from 10:00 AM - 12:30 PM at the L.A. Care Palmdale Family Resource Center, located at 2072 E. Palmdale Blvd., Palmdale, CA 93350.</p>

Respectfully Submitted by: *Mariah Walton*
Mariah Walton, CCI Field Specialist

Approved by: *Demetria Saffore*
Demetria Saffore, CCI Council Area 1 Chair